

**QEOHS Policy**  
**(Quality, Environmental, Occupational Health & Safety Policy)**  
ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018

---

*We at Spares Business Unit- M&M Limited are committed to ensure availability of Mahindra genuine spare parts across all the channels by delivering First Time Right (FTR), Every Thing Right (ETR) and Differentiated Customer Experience (DCE).*

*At Spares Business Unit we will achieve this with our customer centric sustainable approach with focus on proactive anticipation of Risk and Opportunities in business through The Mahindra Way (TMW) and Rise philosophy.*

*This shall be achieved by Integrated Management System through:*

- Commitment to consultation and participation of workers by involvement of all workers, and, where they exist, workers' representatives.*
- Commitment to the protection of the environment, including prevention of pollution, and conservation of natural resources like Water, Fuel, Energy, Woods etc.*
- Commitment to provide safe and healthy working conditions for the prevention of work related Injury and ill health by eliminating hazards and reducing OH&S risks*
- Commitment to continual improvement of the Quality Management System, OH&S management system as well the Environmental Management System to enhance Quality, Occupational Health, Safety and Environmental performance.*
- Commitment to fulfil its compliance obligations and all applicable legal and other requirements.*
- Establishing Quality, OH&S objectives and planning to achieve them and provides a framework for setting environmental objectives*
- Communicating our stated QEOHS policy to all stake holder.*



**Sandeep Dhond**  
Head - Spares Business Unit  
Mahindra & Mahindra Ltd  
**16-03-2020**